
From: warrinerfam@comcast.net
Sent: Sunday, February 22, 2009 7:03 PM
To: Williams, Catrice (DTC)
Subject: Horrendous Verizon service

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Dear Secretary Williams,

Since the mid-eighties until last year, my Verizon phone service has been horrendous. Although I've since switched to Comcast, I feel as though it is my obligation to communicate with you about this. For months in the eighties, my service would go out and the dial tone would be replaced by a humming noise from dusk until dawn. Day after day, unsuccessful repair after unsuccessful repair, my livelihood depended on receiving calls in the evenings or early mornings. The frustration of being given the runaround for months on end nearly caused me to snap. Over the span of years since then, numerous but less frequent and consistent disturbances happened. But then, a couple of years ago, every time there was precipitation, I would lose phone service. I'm surprised I was not arrested for some of the things I said to the people who manned the phones when I would call repeatedly for these ongoing frustrating problems; I get anxiety when I think about it. On both spans of several months that I had problems, I myself diagnosed that the problem had to do with condensation which were relieved with the heating and drying of the wires during the day. In spite of this, technician after technician replaced dingys and thingys repeatedly to no avail. Please factor my commentary into your investigation and trouncing of Verizon.

Thank you.

Linda Warriner
Westhampton, MA